Approved For Release 2005/06/22 : CIA-RDP84-00780R093900060098_8 ... STR

FILE BUSTALOS

Mr. A. W. Innamorati Assistant Commissioner for Buildings Management Office of Buildings Management General Services Administration Washington, D. C. 20405

Dear Mr. Innamorati:

Thank you very much for your response to our request for the redesign and upgrading of the cafeteria kitchen and serving facility in the Headquarters Building of the Central Intelligence Agency. We appreciate your comments and are particularly pleased with actions already underway or contemplated for the near future. In respect to our desires for overall improvement, we recognize that such improvements are a matter of Government-wide priority and that this Agency must wait its turn.

Despite the many conflicting priorities for attention, we hope that the General Services Administration can continue the emphasis on the wide range of improvements already underway or scheduled ahead. As you realize, our Headquarters employees are captive patrons with little other choice of dining opportunity available to them. Consequently, the operation of the cafeteria is an important morale factor and a matter of continuing management interest.

Sincerely.

/s/ Dollart S. Wat'

Robert S. Wattles Assistant Deputy Director for Support

24 Aug 71) AEO/OL Rewritten: ADD/S: RSW/ms (2 Sept 71)

Distribution:

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Orig & 1 - Adse

1 - DD/S Chrono

1 - DD/S Subject, w/cy of Basic (DD/S 71-3272) att to DD/S 71-3273

1 - OL Official, w/O of Basic (OL 1-4487)

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Approved For Release 2005/06/22 : CIA-RDP84-00780R003900060008-8

CENTRAL INTELLIGENCE AGENCY

WASHINGTON, D.C. 20505

Mr. A. W. Innamorati Assistant Commissioner for Buildings Management Office of Buildings Management General Services Administration Washington, D. C. 20405

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Despite the many conflicting priorities for attention, it is hoped that the General Services Administration can continue the emphasis on the wide range of improvements already underway or scheduled ahead. As you realize, our Headquarters employees are captive patrons with little other choice of dining opportunity available to them. Consequently, the operation of the cafeteria is an important morale factor and a matter of continuing management interest.

Sincerely,

Robert S. Wattles
Assistant Deputy Director
for Support

F	NITUOS	G AND	RECORE	SHEET
UBJECT: (Optional)				
Headquart	ters Cafe	eteria		
Director of Logistics 1206 Ames Center Building		EXTENSION	NO. DATE 9 F ALLO 100	
70. (off.			2 5 AUG 1971	
D: (Officer designation, room number, and ilding)		ATE	OFFICER'S	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
· Assistant Deputy Director for Support	RECEIVED	FORWARDED		For Signature:
7D26 Headquarters				
				This letter is in response to your
•				request of 18 August to prepare a reply to Mr. Innamorati.
•				
•				Jack
•				
				OL 14590

Rob -

I this trip heavening?

28 () () () () () ()

Mr. W. -

Does it seem like a lot of "requests" in the first para?

p.

DD/S 71-3273

1 & Prair Blow

MEMORANDUM FOR: Director of Logistics

Jack:

I want to acknowledge this correspondence and am inclined to think that, under the circumstances, it should generally be in the sense of expressing our appreciation for what has been done or will be done shortly, an acknowledgement of the fact that we're going to have to take our turn in line and a general expression of the hope that they'll stay with it, noting that, among other things, our location makes our patrons a captive audience, i.e., they can't walk across the street to a commercial establishment, and consequently our interest in continuing a program of improvement is very real. I can write such a letter but don't want to do so if you and your people, who are even closer to the problem, think I should take some other line. If so, they might draft the essentials of what they think I should say.

Robert S. Wattles

Att

Ltr dtd 11 Aug 71 to Acting DD/S fr Assistant Commissioner for Buildings Management, GSA/PBS, re CIA Headquarters Building cafeteria, w/Encl

ADD/S:RSW/ms (18 Aug 71) Distribution:

Orig & 1 - Adse, w/O of Att (DD/S 71-3272)

1 - DD/S Chrono

1 - DD/S Subject, w/cy of Att (Ref is: DD/S 71-2884)

1 - RSW Chrono

ST

DD/S 71-3272

Approved For Release 2005/06/22: CIA-RDP84-00780R003900060008-8 UNITED STATES OF AMERICA

GENERAL SERVICES ADMINISTRATION

Public Buildings Service Washington, D.C. 20405



AUG 11 1971

Mr. Robert S. Wattles Acting Deputy Director for Support Central Intelligence Agency Washington, D. C. 20505

Dear Mr. Wattles:

This is with reference to your letter of July 22, 1971, requesting that the General Services Administration (GSA) redesign and upgrade the kitchen and serving facilities at the Central Intelligence Agency (CIA), Headquarters Building, cafeteria, Langley, Virginia. We appreciate your interest in providing a feeding facility comparable to the services offered in the Department of Health, Education, and Welfare cafeteria.

By way of background, in late 1969, Mr. Kunzig, the Administrator of General Services, announced his intention to upgrade all obsolete Government Services, Inc. (GSI) operations in the metropolitan Washington, D. C. area on a priority basis. This would significantly enhance the atmosphere of dining areas; improve the quality of food and efficiency of service; and upgrade menu selection with no significant increase in prices. This action resulted from a detailed study of GSI's management and operations ("Special Review of Government Services, Inc. Cafeterias") completed in November 1969 by GSA's Office of Audits and Compliance. In this connection, the conditions of existing cafeterias were reviewed with respect to substantial decor; obsolescence of equipment; efficiency and scope of service; financial operation; etc. As a result, there was developed a total upgrading program predicated on realistic priorities and funding availability. During calendar year 1970, the dining areas in 10 of these facilities received treatment. Moreover, the equipment situated at the serving counters was upgraded significantly. During the present year, extensive renovations will be made to kitchen and serving areas in six older large cafeterias in addition to intermediate improvements in other units contingent on the availability of suitable funds to undertake the extensive rehabilitation work.

2

The foregoing is important background information because, without exception, the cafeterias receiving improvements are considerably older and offer inferior service compared to that provided at the CIA facility. Most of the cafeterias being altered under this program are more than 20 years older than the CIA cafeteria (list attached for your information). Funds, therefore, cannot be made available for the complete renovation of the kitchen area within the next several years.

Notwithstanding the foregoing, several notable improvements have either recently been made in your cafeteria or are contemplated in the very near future. The warewashing facilities in this unit have recently been replaced. GSI purchased a rotary dishmachine at a cost of \$35,000. The related costs to GSA relative to necessary structural changes and improved ventilation for this project exceeded \$8,000. GSI recently installed new cash registers in this facility at a cost of \$10,500. The cafeteria patron is now receiving an itemized receipt of his purchases and is moving through the cashier station at a smoother and faster rate.

In addition to the foregoing, tentative plans which were developed by our Concession Division were recently reviewed by your agency relative to improvements to the existing serving lines. The suggested changes to the serving lines include the installation of a delicatessen section, serving sliced hot meat sandwiches to order; charbroiler or grill section, serving freshly prepared hot grilled items directly to the customers; and self-service beverage stations. An engineering study, which will include a detailed cost estimate, will be completed by the end of this month. It is our intention to complete the renovations in two phases, as funds can be made available. The first phase will include the installation of the delicatessen section. The second phase will involve the installation of a charbroiler or grill section and conversion of the beverage stations to self-service.

In approximately four weeks, we will provide you with a firm schedule for accomplishment of the aforementioned improvements. Members of my staff are available to meet with you to discuss any questions you may have concerning this matter.

Sincerely,

A. W. INNAMORATT

Angistant Commissioner for Buildings Management

Enclosura

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Chronological Schedule of Cafeteria Installations in GSA Buildings - 1927-1960 Compiled April 14, 1971

Executive Office Building	1	1927
General Services Administration (Phase I Completed in November 1970)	•	1927
Internal Revenue Service		1930
Department of Commerce (Phase I Completed in December 1970)		1931
Department of Agriculture	/	1934
Labor Department (Phase I Completed in December 1970)	·	1934
Region 3, Regional Office Building (Remodeled in 1959)		1934
Department of Justice (Phase I Completed in December 1970)	•	1936
Post Office Department (Phase I Completed in March 1971)		1936
Department of Interior (Phase I Completed in January 1971)		1936
Federal Trade Commission (Phase I Completed in November 1970)		1937
Lafayette Building		1940
Department of Health, Education, and V (Complete Remodeling in May 1970)	Welfare	1940
Federal Euilding #3 (Phase I Completed in December 1970)		1942

2

Temporary 8 Temporary A B C Buildings Federal Building #2 Pentagon Home Owners Loan Corporation (Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Eureau of Investigation (Phase I Completed in January 1970)	1942, 1942,
Temporary A B C Buildings Federal Building #2 Pentagon Home Owners Loan Corporation (Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Bureau of Investigation	
Federal Building #2 Pentagon Home Owners Loan Corporation (Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Eureau of Investigation	1042
Pentagon Home Owners Loan Corporation (Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Eureau of Investigation	1942
Home Owners Loan Corporation (Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Eureau of Investigation	1944
(Phase I Completed in January 1971) Potomac Annex (Remodeled in 1967) Federal Eureau of Investigation	1944
(Remodeled in 1967) Federal Bureau of Investigation	1948
Federal Bureau of Investigation (Phase I Completed in January 1970)	1950
	1950
General Accounting Office (Phase I Completed in November 1970)	1950
U.S. Courts	1952
Federal Building #8	1955
Atomic Energy Commission	1958
Department of State	1960

The Phase I improvements involved extensive upgrading of the dining areas to improve the surroundings. The serving lines received minor changes in a number of instances under the Phase I program. Equipment expenditures were minimal under Phase I. The Phase II cafeteria modernization program will commence late this calendar year. Extensive kitchen and serving area improvements will be made in those facilities to improve the efficiency of service.

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DD/S REGISTRY

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2 0 JUL 1971

MEMORANDUM FOR: Acting Deputy Director for Support

SUBJECT

: Improvement of Headquarters Building Cafeteria Facilities

REFERENCES

: (a) Letter dtd 2 Jul 71 to DC/LSD/OL fm C/V&FB/CD/GSA, same subject

(b) Memo for the Record dtd 13 Jul 71 fm DC/LSD/OL, Subj: Renovations to Headquarters North and South Cafeterias

- 1. This memorandum contains a <u>recommendation</u> for your <u>approval</u>; such recommendation is contained in paragraph 3.
- 2. During the past several months, Office of Logistics representatives have been negotiating with officials from the Concessions Division of the General Services Administration (GSA) and with Government Services, Inc., (GSI) in an effort to upgrade the North and South Cafeteria facilities in the Headquarters Building. As reflected by the referent memoranda, I feel that we have succeeded in convincing both GSA and GSI that we have an urgent problem which can only be remedied by immediate, short-range solutions involving limited reconfiguration of the serving areas and a change to the menu profile to provide a wider variety of entrees for the Cafeteria patrons.
- 3. In connection with the funding for this short-range program and a longer range plan to completely redesign and upgrade the Cafeteria facilities, we feel that the Agency's official position should be transmitted to GSA at the earliest practicable date. In our discussions with representatives from GSA and GSI, it was agreed that an official communique from the Agency will emphasize the need to expeditiously implement our Cafeteria programs and may, to a certain extent, assist the GSA Concessions Division in its efforts to acquire sufficient funding. Attachment 1 is a

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SUBJECT: Improvement of Headquarters Building Cafeteria Facilities

of Public Buildings Service, GSA. It is re	addressed to Mr. Arthur F. Sampson, Commissioner It is recommended that you forward this letter at			
your earliest convenience.		1		
		STAT		
	Acting Director of Logistics	_		

3 Atts

Att 1: Proposed letter to GSA

Att 2: Reference (a) Att 3: Reference (b)

ATT

Mr. Arthur F. Sampson
Commissioner of Public Buildings Service
General Services Administration
18th and F Streets, N. W.
Washington, D. C. 20405

Dear Mr. Sampson:

The serving areas of the North and South Cafeterias in our Headquarters Building, Langley, Virginia, are geared to a design and equipment pattern which restricts the style and choice of menu items and prohibits innovative techniques required to substantially upgrade the quality and variety of the food served. In addition, the Cafeteria kitchen is sized and equipped for methods of food preparation which have been discarded because of prevalent labor shortages and the institution of certain economic measures by Government Services, Inc. (GSI). The well-equipped, but not utilized, bakery and the increased reliance on steam tables and convenience-type foods are two examples of changes which have been costly in terms of wasted space. A visit to the new cafeteria of the Health, Education, and Welfare Independence Avenue Building afforded us an opportunity to observe what GSI can do when provided with a modern facility designed to meet marketing trends and patron demand for service and a wide variety of good quality food.

Our Cafeteria kitchen and serving areas should be redesigned to permit a better utilization of space and the equipment and facilities modernized and expanded to allow for rapid and efficient service. The specific recommendations with respect to both short- and long-range plans for system changes and equipment requirements have been discussed with representatives from your Concessions Division as well as with GSI. It has been generally agreed that such an upgrading is not only desirable but necessary.

Mr. Arthur F. Sampson

Page 2

To ensure the desired modernization within a reasonable time frame, it is respectfully requested that the General Services Administration schedule the necessary redesign and upgrading of equipment for the earliest possible date.

ò	Sincerely,	

Robert S. Wattles
Acting Deputy Director
for Support

Distribution:

Orig & 1 - Adse

(2 - DD/S

1 - OL Official

Rewritten (first page only):A-DD/S:RSW:llc (22 July 1971)

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CENTRAL INTELLIGENCE AGENCY

WASHINGTON, D.C. 20505

Mr. Arthur F. Sampson Commissioner of Public Buildings Service General Services Administration 18th and F Streets, N. W. Washington, D. C. 20405

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We feet that our Cafeteria kitchen and serving areas should be redesigned to permit a more efficient utilization of space and the equipment and facilities modernized and expanded to allow for rapid and efficient service. The specific recommendations with respect to both short- and long-range plans for system changes and equipment requirements have been discussed with representatives from your Concessions Division as well as with GSI. It has been generally agreed that such an upgrading is not only desirable but necessary.

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UNITED STATES OF AMERICA GENERAL SERVICES ADMINISTRATION

Public Buildings Service Washington, D.C. 20405



超 2 1971

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Deputy Chief Logistics Services Division Central Intelligence Agency Washington, D.C. 20505

STAT-

We submit attached herewith for your review, comments, and approval copies of a proposed menu profile prepared by Government Services, Inc. (GSI). This menu profile is a response to issues raised in various meetings with representatives of GSI, General Services Administration, and the Central Intelligence Agency (CIA) to determine ways to improve the menu offerings and modes of service for the cafeterias at the CIA building, Langley, Virginia.

In addition, we propose the following renovations to the existing cafeteria to be undertaken as soon as plans and specifications can be completed, approved and funding for the costs of these changes arranged.

- 1. Renovation to beverage stations in both squares to incorporate self-service of beverages. Ice dispensing units will be installed with a cube iced making station located in the kitchen area.
- 2. Frankfurter and half smoked sausages will be roasted in both squares in high capacity cookers. Rolls will be heated in appropriate equipment. Wrapping will be performed on counter stations. Products will be displayed in heated pans with a heat source over the pan.
- 3. Deep fried entrees and potatoes to be cooked in counter stations in fast recovery fryers. Bagging of french fried potatoes to be done at counter stations. Heat source over bagged fried items on hot food table.
- 4. Hamburgers, Cheeseburgers, etc., cooked on counter grill in both squares, rolls to be heated with wrapping at the point of preparation. Heat source over wrapped sandwiches on the hot food table.

2

- 5. "Deli-Bar" Two slicers in the counter of each square. Hot well openings for hot meatball sandwiches, italian sausage sandwiches, etc. Heat lamps over each slicer, cutting boards incorporated.
- 6. Cashiering Consideration of tandem cashiering, use of item totalizers, rearrangement of cashier stations, or the adoption of other means to speed patron exit from the serving area. This activity is currently under study to determine the best way to minimize patron congestion at these stations.
- 7. Other minor changes as required, such as: Glass coffee pourers, new menu boards, new mugs for hot beverages, and smocks for cashiers.

We are presently working on drawings illustrating renovations, or remodeling of counters required for the accomplishment of the above changes. We intend to concentrate changes to the long counter to the rear of the large receiving area, the beverage island and portions of the serving counter in the north cafeteria serving area.

We hope to be able to formalize these changes on drawings so that they can be reviewed by your office.

If there should be any inquiries or comments concerning this procedure, please do not hesitate to contact either Mr. Robert D. Marcus, or Mr. Gilbert Stoessel of the Concessions Division, General Services Administration, on code 13-26305.

Sincerely,

ROBERT D. MARCUS

Chief, Food and Vending Operations Branch Concessions Division

Enclosure

cc: Mr. C. M. Truesdale, GSI

Survey of the state of the

ATT 3

ADMINISTRATIVE — INTERNAL USE ONLY Approved For Release 2005/06/22: CIA-RDP84-00780R003900060008-8

13 July 1971

	MEMOR	ANDUM	FOR	THE	RECORE
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SUBJECT

: Renovations to Headquarters North and South Cafeterias

REFERENCE: Letter dtd 2 July 71 to DC/LSD/OL fm C, F&VB/CD/GSA, same

" subject

- 1. A meeting was held on Tuesday, 13 July 1971, to discuss the changes proposed by General Services Administration (GSA) to improve the facilities in the North and South Cafeterias' serving areas. Attending the meeting were:
 - a. Mr. Robert Marcus, Chief, Food and Vending Operations Branch, Concessions Division, GSA
 - b. Mr. Gilbert Stoessel, Design Engineer, GSA
 - c. Mr. Richard Truesdale, Vice President in Charge of Operations, Government Services, Inc., (GSI)
 - d. Mr. Logan Dowler, Regional Director, GSI
 - e. Miss Mary Junkins, Food Director, GSI
 - f. Mr. Richard Billingsley, Cafeteria Manager, GSI

STAT

g. Chairman, Cafeteria Committee, CIA

STAT

h. Logistics Services Division (LSD)/OL, CIA

STAT

. LSD/OL, CIA

2. Mr. Marcus and Mr. Stoessel presented preliminary drawings covering recommended short range, "quick fix" changes to the North and South Cafeterias' serving areas to include installation of two delicatessen bars; additional refrigeration; ice dispensers; self-service beverage dispensers; new food warming ovens and warming lamps; additional fryers, griddles, and broilers. The cost of new equipment estimated at \$32,000 to be born by GSA and GSI. Necessary mechanical drawings have not been completed and the estimate for mechanical and electrical work is not yet available. GSA would fund for required electrical/mechanical work.

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SUBJECT: Renovations to Headquarters North and South Cafeterias

- 3. The drawings are currently under review by CSI; however, CSI is in general agreement with the proposed changes. Mr. Marcus indicated that CSI anticipated installation of the delicatessen bars, the ice dispensers, and the self-service drink dispensers in approximately three months with the balance of the changes involving acquisition and installation of griddles, fryers, and broilers to take approximately six to eight months. The long range planning for complete redesign of the kitchen and serving areas is not included in this presentation.
- 4. The referent memorandum (attached) provides a proposed new menu profile as prepared by GSI for review, comment, and approval by this Agency and by GSA. During previous meetings it has been agreed that the Headquarters Cafeteria menu profile is excessive to the point where the cafeteria cannot do justice to all items. The new profile appears reasonable and it will be reviewed by the Cafeteria Committee on 15 July. If the Cafeteria Committee approves of the new profile, GSA and GSI will be notified to institute the new menu as soon as practicable.
- 5. Mr. Truesdale also noted that GSI will install eight new totalizing machines in the South Cafeteria effective Friday, 16 July. It is hoped that these machines will expedite passenger flow through the cashiering stations. In addition, GSA will engage the services of an industrial engineer to study the cafeteria's traffic patterns and to recommend such further changes as may be required. GSI is also stressing the use of electronic adding machines to further assist the cashiers in speeding up traffic flow.
- 6. Mr. Truesdale wanted advice as to the possibility of the Agency "opening up" the Ames Building Cafeteria to the Agency for International Development (AID) and/or the Department of State (State) to use the facilities. He was advised that we had made a positive recommendation for a test period involving either (not both) AID or State employees to begin 1 September 1971 for a period of 60 days. The Agency will advise GSA and GSI when and if the recommendation is accepted.

adv	e GSA and GSI when and if the recommendation is accepted.	
STAT	•	
	7. Mr. Truesdale said that the final plans for the renovation of the	STAT
	afeteria had been completed. Renovations will include installation of self-bussing	
$STAT_{plu}$	new condiment counter. He stated that GSI would be receptive to Agency	
rec	nmendations as to the color scheme to be followed in the renovated cafeteria. Mr.	
	indicated that the Agency would probably engage the services of Mr. Arthur Brock	
Δrı	to select the desired color scheme. GSI will provide a set of drawings for Mr. Arms.	
		STAT
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ADMINISTRATIVE --- INTERNAL USE ONLY

Deputy Chief, Logistics Services Division, OL

ADMINISTRATIVE --- INTERNAL USE ONLY

Approved For Release 2005/06/22: CIA-RDP84-00780R003900060008-8

SUBJECT: Renovations to Headquarters North and South Caleterias

2 Atts:

Att I: Reference

Att II: Proposed Menu Profile

Distribution:

Orig. - OL/LSD

1 - Chairman, Cafeteria Committee

STATOL, LSD/ :sbt/ (13 July 71)
STAT

<u>Grill:</u>

Hamburger

Cheese burger

Frankfurter

Half Smoked Sausage Sandwich

French Fried Potatoes

Chicken or Scafood Backet

Deli Counter:

Hot Sliced Roast Meat Sandwich (2)

Specialty Sandwich (1) such as Meatball Hoagie, Italian Sausage, etc.

Chili Con Carne - Winter only

1135 21st ST., NW. WASHINGTON, D.C. 20036 • (202) 337-8080



GOVERNMENT SERVICES, INC.

quality—a standard

CIA CAFETERIA

Proposed Menu Profile - continued

Coll Counter: "

Salad Menu (12)

Prewrapped Sandwiches (6)

Deverages (19)

Juices (4)

Desserts -

Fruit Pies (4)

Soft Pic

Layer Cake

Cheese Cake

Fruit Cup

Chilled Fruit (5) see Breakfast

Whole Fresh Fruit (3)

Gelatin, Plain and Fruit

Puddings (3)

Torts

Cup Custard

Brownie

Ice Cream (3)

Soft and Hard Rolls

Sliced Bread

Assorted Crackers

P.M. Snack Line -

Pie, Cake, Sandwiches, Ice Cream, Fruit, Beverages

Rendezvous Reom

Soup

Entrees (2)

Vegetable

Potato or Rice

Assorted Rolls and Crackers

Salads (6)

Desserts -

Pics (4)

Cake

Brownie

Puddings (3)

Fruit Cup

Beverages - Hot Coffee and Iced Tea

GOVERNMENT STRVICTS, INC.

quality—a standard

Analysis of Changes in Proposed Menu Profile - CIA Cafeteria

June 7, 1971

Breakfast

Reductions:

Hot Fruit - from 1 to 0 :
Cold Fruit - from 8 to 7
Fresh Fruit - from 4 to 3
Omelet - from 1 to 0
Meat and Specialty Items - from 6 to 5

Lunch

Reductions:

Chili Con Carne - 0 - except in Winter
Baked Beans - 0 - except as planned on Luncheon Menu
Chicken Basket - offered alternately with Seafood, rather than daily
Grilled Specialty Sandwich - from 1 to 0
Hot Sliced Roast Neat Sandwiches - from 3 to 2
Prewrapped Sandwiches - from 11 to 6
Fruit - from 12 to 10

Lunch

Additions:

Seafood Basket - offered alternately with Chicken Specialty Sandwiches - new types, 1 daily dipped from steamtable

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